

**ILLINOIS STATE POLICE**  
**Office of the Statewide 9-1-1 Administrator**



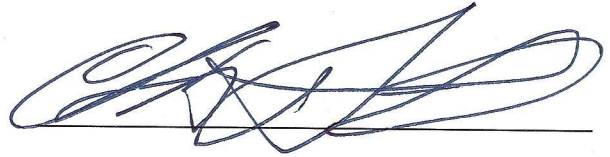
**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**



# VERIFICATION

I, Chris Helle, first being duly sworn upon oath, depose and say that I am the 911 Coordinator, of Fulton County Illinois; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

A handwritten signature in blue ink, appearing to read "Chris Helle", written over a horizontal line.

Chris Helle

Subscribed and sworn to before me

this 13 day of October, 20 23.

  
NOTARY PUBLIC, ILLINOIS

# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

10/14/2023  
\_\_\_\_\_  
(Date)

Michelle Sampson  
\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

ATT  
\_\_\_\_\_  
(9-1-1 System Provider Company Name)

405 N Broadway, 8th Floor  
\_\_\_\_\_  
(Street Address)

Oklahoma City, OK 73102  
\_\_\_\_\_  
(City, State, Zip Code)

Dear Michelle Sampson \_\_\_\_\_:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



Chris Helle  
Fulton County 911 Coordinator

enclosure: Modification Plan

# NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).*

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
- 3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
- 4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
- 5) Explain how split exchanges will be handled.
- 6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
- 7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
- 8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

## Plan Narrative:

The Fulton County 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The Fulton County 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet combines AT&T's network capabilities with technology from Intrado Life & Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

At this time Fulton County -is not- receiving text to 911.

AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

AT&T's ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.

AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System, with notifications built into the process.

Plan Narrative:

At this time the following PSAP Backup Plan is in place:

- The Fulton County Sheriff Dept PSAP is backed up by the City of Canton Police Department.
- The City of Canton Police Department is backed up by the Fulton County Sheriff Department PSAP.

There is no plan on changing the current arrangement at this time.

Currently we have the same arrangement for the alternate routes:

- If the FCSD PSAP in Lewistown fails to answer - the calls are rolled to the City of Canton Police Dept in Canton.
- Conversely; if the CPD PSAP in Canton fails to answer, the FCSD PSAP in Lewistown would be the roll over PSAP.

We are currently conducting a rather deep dive on the alternate and backup PSAP arrangements. We are planning on conducting outreach in 2024 to engage neighboring Counties in some sort of plan to arrange for alternate sites. The goal would be to have an arrangement with at least one other County to roll calls to and have the ability to page/contact area first responders. However that dialogue has not started and we are unsure of what that will entail.

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>    N/A    </u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>    TBD    </u>
Installation cost of the project	\$ <u>    TBD    </u>
Anticipated annual revenues	\$ <u>    N/A    </u>

# **FIVE YEAR STRATEGIC PLAN FOR MODIFIED PLAN**

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

**N/A**

# COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

*USE ADDITIONAL SHEETS AS NECESSARY*

City, Town or Village	Street Address, City, Zip Code
Astoria	PO BOX 469 ASTORIA IL 61501
Avon	105 W. CLINTON AVON IL 61415
Banner	360 S FULTON ST BANNER IL 61520
Bryant	PO BOX 7 BRYANT IL 61519
Canton	2 N MAIN, CANTON, IL
Cuba	403 E JEFFERSON ST CUBA IL 61427
Dunfermline	7TH & CENTER ST. DUNFERMLINE IL 61524
Ellisville	PO BOX 65 ELLISVILLE IL 61431
Fairview	PO BOX 137 FAIRVIEW IL 61432
Farmington	322 E. FORT STREET. ROOM 101 FARMINGTON IL 61531
Ipava	PO BOX 409 IPAVA IL 61441
Lewistown	119 S ADAMS ST LEWISTOWN IL 61542
Liverpool	PO 122 LIVERPOOL, IL 61543
London Mills	PO BOX 347 LONDON MILLS IL 61544
Marietta	113 Coal Street, Marietta, IL 61459
Norris	290 Old IL 78 Noris, IL 61553
Smithfield	529 W State Smithfield, IL 61477
St David	90 N Western Ave, St. David, IL 61563
Table Grove	308 W. Grove Table Grove IL 61482
Vermont	304 N. Main Vermont IL 61484

## PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Astoria Fire Department	101 E State ST, Astoria, IL 61501	(309) 329-9985	5472277		
Avon Fire Department	102 E Clinton ST, Avon, IL 61415	(309) 465-7441	5472277		
Buckheart Fire Department	500 N Grand AVE, Saint David, IL 61563	(309) 668-2896	5472277		
Canton Fire Department	101 E Spruce ST, Canton, IL 61520	(309) 647-0040	5472277		
Copperas Creek Fire	100 S Main St Norris, IL 61553	(309) 647-9522	5472277		
Cuba Fire Department	411 E Jefferson, Cuba, IL 61427	(309) 785-5219	5472277		
Fairview Fire Department	445 Church ST, Fairview, IL 61432	(309) 778-2313	5472277		
Farmington Fire Department	49 N Cone St, Farmington, IL 61531	(309) 245-2429	5472277		
Hickory Kerton Fire Departmen	14800 IL-100, Browning, IL 62624	(309) 329-9912	5472277		
Lewistown Fire Department	110 E Avenue B, Lewistown, IL 61542	(309) 547-3325	5472277		
Smithfield Fire Department	116 N Main ST, Smithfield, IL 61477	(309) 783-3671	5472277		
Table Grove Fire Department	601 S Broadway, Table Grove, IL 61482	(309) 758-5534	5472277		
Vermont Fire Department	208 S Main ST, Vermont, IL 61484	(309) 784-6281	5472277		
Avon Police Department	102 S Main St, Avon, IL 61415	(309) 465-3900	5472277		
Canton Police Department	2 N Main, Canton, IL	(309) 647-5131	5472277		
Farmington Police Department	322 E Fort St, Farmington, IL 61531	(309) 245-2426	5472277		
Lewistown Police Department	119 S Adams St, Lewistown, IL 61542	(309) 547-2226	5472277		
Fulton County Sheriff's Dept	268 W Washington Ave, Lewistown, IL61542	(309) 547-2277	5472277		
Fulton County EMA	635 S Main St, Canton, IL 61520	(309) 647-5147	5472277		
Cass Putnam Rescue	516 E Jefferson St, Cuba, IL 61427	(309) 785-5550	5472277		
LMFD & Rescue	103 Main St, London Mills, IL 61544	(309) 486-3655	5472277		

# ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Knox County Sheriff	152 South Kellogg St. Galesburg, Illinois 61401	(309) 343-9151
Peoria County Sheriff	301 N Maxwell Rd, Peoria, IL 61604	(309) 697-8515
Schuyler County Sheriff's Office	216 W Lafayette St Rushville, IL	(217) 322-4366
McDonough County Sheriff	110 S McArthur St, Macomb, IL 61455	(309) 833-2323
Mason County Sheriff Department	102 W Market St, Havana, IL 62644	(309) 543-2231
Tazewell County Sheriff Dept	101 S Capitol St, Pekin, IL 61554	(309) 477-2250
Bushnell Fire Protection District	410 N Dean St, Bushnell, IL 61422	(309) 772-2416
Logan Trivoli Fire Department	P.O. Box 110 Hanna City, IL 61536	(309) 565-7552
Elmwood Fire Department	200 N Magnolia St, Elmwood, IL 61529	(309) 742-8646
Havana Rural Fire Protection District	318 S McKinley St, Havana, IL 62644	(309) 543-2312
Schuyler County EMS	234 S Monroe St, Rushville, IL 62681	(217) 322-6680



# ATTACHMENTS

**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

**Contracts** - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

## **Intergovernmental Agreement**

**Back-up PSAP Agreement** - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

# TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

“See Attached”

2) List wireline exchanges to be tested.

3) List of wireless and VoIP Carriers to be tested.

## Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T Esinet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling